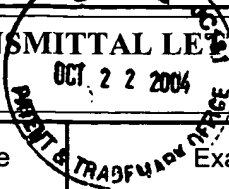


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. 6065-77526	
Applicant(s): Eric James					



Application No. 09/584,306	Filing Date 05/31/2000	Examiner Nguyen, Quynh	Customer No. 24628	Group Art Unit 2642	Confirmation No. 3172
-------------------------------	---------------------------	---------------------------	-----------------------	------------------------	--------------------------

Invention: **SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER**

**RECEIVED**

**OCT 26 2004**

Technology Center 2600

COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.  
The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	51 -	52 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$88.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

☒ No additional fee is required for amendment.

☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_

☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.

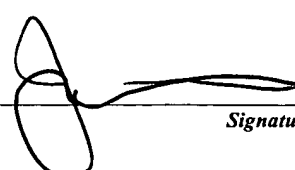
☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **23-0920**

☒ Any additional filing fees required under 37 C.F.R. 1.16.

☐ Any patent application processing fees under 37 CFR 1.17.

☐ Payment by credit card. Form PTO-2038.

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**



Signature


**Jon P. Christensen**  
Reg. No. 34,137

Dated: **October 19, 2004**

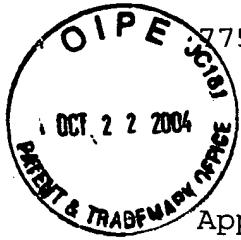
cc:

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on

10/19/2004  
(Date)

  
Signature of Person Mailing Correspondence

**Abby Boone**  
Typed or Printed Name of Person Mailing Correspondence



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James

Art Unit: 2642

**RECEIVED**

Serial No.: 09/584,306

**OCT 26 2004**

Filed: May 31, 2000

**Technology Center 2600**

For: SYSTEM AND METHOD OF CHANGING ENTITY  
CONFIGURATION INFORMATION WHILE  
AUTOMATICALLY MONITORING AND DISPLAYING SUCH  
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 77526

AMENDMENT

Assistant Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of August 26, 2004,  
please amend the above-identified application as follows: